

York County Job Description

Position held by:

Job Title: Communications Specialist

Revision Date: 10/10/07

Status: bargaining unit

Full time ☒ **Part time** ☐

Department No: 70

Department Name: 911 Communications

Reports to: Shift Supervisor

Supervisors Name: assigned by shift

POSITION SUMMARY

The Communications Specialist is responsible for prompt and accurate performance of Emergency Communications duties in accordance with established procedures. The employee will perform clear, complete documentation of complaints received and calls dispatched. The Communications Specialist performs assigned duties under the direct supervision and control of the Shift Supervisor. The Shift Supervisor reviews daily work for speed and accuracy of detail.

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ESSENTIAL REQUIREMENTS, DUTIES, AND RESPONSIBILITIES

- The incumbent must pass a County Background Check and have a clear Criminal History with no record of arrest or conviction.
- Must be able to handle confidential data, disclosure of which is protected by law.
- Must become familiar with and retain knowledge of;
 - 911 Departmental Policies and Procedures.
 - Computer applications as related to emergency service dispatching.
 - York County's Public Safety Agencies.
- Shall attain or possess the ability to;
 - Read and label maps accurately and quickly, retain knowledge of York County Geography and the relationship of its public safety agencies.
 - Write legibly and spell correctly.
 - Communicate and express ideas effectively, orally, writing and typing.
 - Pass a Data Entry Style typing test with a 40% degree of accuracy, determined by a typing test.
 - Pass a pre-employment test.
 - Receive calls by radio and telephone from the general public and public safety personnel requesting Police, Fire or Emergency Medical Services. Type of assistance required must be determined quickly and the proper agency and/or unit(s) dispatched or notified.
 - Perform administrative duties, such as completion of logs and records, compilation of statistics, filing and such other related administrative duties as assigned.
- Will perform duties on assigned shifts as required, including weekends and holidays.
- May be required or mandated to work over 8 hours a day
- Must adhere to department Core Values – "THRILD"
- Other reasonable duties as assigned by Supervisor

Requirements are representative of minimum knowledge, skills and abilities. To perform this job successfully, the incumbent will possess the ability or aptitude to perform each duty *proficiently*, and comply with County Policies and Procedures, as outlined in the County Employee Handbook.

Educational Requirements & Job Skills:

- Must possess a High School Diploma or GED equivalent. A combination of education and experience, which indicate a possession of the knowledge, skills and abilities listed.
- Must meet and comply with York County's Employment Policies, Federal, State, and York County 911 requirements for certification as related to the position of 911 Dispatcher.
- Will demonstrate and maintain proficiency in 911 Call-taking, Police, EMS and Fire Dispatching as instructed by a Communications Training Officer (CTO) or Training Supervisor.
- Operate the Communications consoles as needed, radio receivers, transmitters, CAD system, telephone call directors, tape recorders, encoders, decoders, data communications terminals, alarm monitoring equipment and various other equipment simultaneously as required in a modern public safety communications center.

NON-ESSENTIAL DUTIES

(Additional duties that are required, although may be assigned to another employee due to special circumstances applicable to the employee.)

None

PHYSICAL AND MENTAL JOB REQUIREMENTS

Job Title: Communications Specialist

Please check those items that apply to the *essential job functions* of the job title listed above. Each category **must** be completed.

1. Schedule

- ☒ Full-Time
☐ Part-Time

- ☒ Day Shift
☒ Evening Shift

- ☒ Weekends

2. Supervision Level

- ☐ Extremely Close Supervision
☐ Moderate Supervision
☒ Minimal Supervision

3. Initiation of Work

- ☐ Supervisor Will Direct to Next Task
☐ Initiation Helpful, but Not Necessary
☒ Must Initiate Own Work

4. Independence

- ☐ Supervisor Will Cue on a Frequent Basis
☐ Ability to Complete Assignments with Moderate Oversight Required
☒ Ability to Complete Assignments with Little Oversight Required

5. Work Routine

- ☐ Routine Never Varies; Structure is Tight
☐ Occasional Routine Change; Generally Planned in Advance
☒ Routine Changes Often; Little Structure to Task Sequence

6. Rate of Work

- ☒ Fast Pace
☐ Moderate Pace
☐ Slow Pace

7. Following Directions

- ☒ Full Understanding of Both Written and Verbal Instructions Required
- ☐ Understanding of Verbal Instructions Only Required
- ☐ Understanding of Written Instructions Only Required

8. Communication - English

- ☒ Excellent Verbal Communication Skills Necessary
- ☐ Basic Verbal Communication Skills Necessary
- ☐ Limited or No Verbal Communication Skills Necessary

9. Functional Reading - English

- ☒ Fluent Reading
- ☐ Simple Reading
- ☐ Recognition of Signs/Symbols
- ☐ No Reading Skills Required

10. Hearing Seeing

- ☒ Ability to Hear Required
- ☐ Hearing Not Required
- ☐ Vision Not Required
- ☒ 20/20 Vision with Corrective Eyewear
- ☐ Limited Vision

11. Functional Math

- ☐ Complex Computational Skills (Accounting and Financial Skills)
- ☒ Simple Computational Skills (Add, Subtract, Multiply, Divide, Percents)
- ☐ Simple Counting Skills
- ☐ No Mathematical Skills Needed

12. Interaction with Customers

- ☐ High Visibility, Frequent Interaction Required
- ☐ High Visibility, Infrequent Interaction Required
- ☒ Low Visibility, Frequent Interaction Required
- ☐ Low Visibility, Infrequent Interaction Required
- ☐ No Interaction Necessary

13. Appearance Requirements

- ☒ Compliance with Employee Dress Code Required
- ☐ Compliance Not Required due to Nature of Job

14. Time

- ☒ Must Tell Time to the Minute
☐ Must Recognize Specific Times (Arrival, Departure, Breaks, Lunch)

15. Orientation (Familiarity with Surroundings)

- ☒ Work Area
☐ Room Only
☐ Building Only
☒ Several Blocks From Building

16. Mobility Skills

- ☒ Mobility Within the Building
☐ Mobility Within a Four Block Radius
☐ Driving Required

17. Sitting

Standing

- | | | | |
|--|--|-------------------------------------|---|
| <input checked="" type="checkbox"/> 75% - 100% | <input type="checkbox"/> 25% - 50% | <input type="checkbox"/> 75% - 100% | <input type="checkbox"/> 25% - 50% |
| <input type="checkbox"/> 50% - 75% | <input type="checkbox"/> Less than 25% | <input type="checkbox"/> 50% - 75% | <input checked="" type="checkbox"/> Less than 25% |

18. Bending

- ☒ Knees and Waist
☐ Knees Only
☐ Waist Only
☐ No Bending Required

19. Lifting

- ☐ Greater than 30 lbs.
☐ 10 - 30 lbs.
☒ Less than 10 lbs.
☐ No Lifting Required

20. Reaching

- ☐ Greater than 6 Feet
☒ 2 - 6 Feet
☐ Less than 2 Feet
☐ No Reaching Required

These statements are intended to describe the nature and level of work being performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of the job incumbents.